



2 YEAR COMPREHENSIVE WHOLESALE WARRANTY

This warranty provides specific Waterworks water coolers with two (2) years of comprehensive warranty coverage from date of original wholesale by Waterworks Australia P/L, available to the original purchaser or subsequent owner.

Waterworks Australia will pay to repair or replace (at our discretion) any faulty unit or part thereof, if the fault is deemed to be a defect in material or workmanship of a Waterworks product. This warranty is effective for 2 years from the date of wholesale by Waterworks Australia PTY LTD to members of our dealer network. Should these wholesale customers wish to nominate an additional warranty period and level of coverage to a retail customer, they do so at their own risk (and expense).

WARRANTY DOES NOT INCLUDE:

- **Any expenses resulting from service calls for either products or faults, not specifically covered by this warranty, (including units which are found to be operating normally).**
- **Any expenses resulting from Service calls for both fault diagnosis and repair after, the two (2) year warranty has expired.**
- **Any expenses resulting from defects to the unit caused by any person, other than Waterworks or its authorised agents, including;**
 - a) **Incorrect installation.**
 - b) **Abuse or misuse.**
 - c) **Neglect.**
- **Any indirect, incidental or consequential damages, except as provided for by the Trade Practices Act and Similar State and Territory Laws.**
- **Any expenses resulting from defects to the unit caused by incoming water service, including;**
 - a) **Excessive / Insufficient Pressure.**
 - b) **Highly Alkaline, Acidic or biologically unsafe water.**
 - c) **Foreign objects obstructing watertight seals such as in the bubbler cartridge, filter, or glass filler assy.**

How to Obtain Service:

For assistance, contact Waterworks Pty Ltd, (phone 61 7 3390 3777) with model, serial number, date of purchase and a description of the problem. Alternatively, contact your dealer with this information.

Proof of Purchase:

It remains the customer's responsibility to establish proof of purchase for warranty purposes. Always retain your sales receipt.

Authorised Service Agents:

Service must be provided by Waterworks or its authorised agents. All service labour charges will be at standard Waterworks service rates, or those of the relevant Service Agent.

Replacement Parts:

Faulty water coolers, (or parts thereof), will be repaired or replaced at the discretion of Waterworks and its Service Agents. Parts or complete units replaced under this warranty, are warranted only for the period remaining on the original water coolers warranty.

Remote Locations:

Waterworks will not be responsible for delays and / or expenses associated with servicing products in remote or high security locations. While every effort will be made to provide warranty service through local agents, in these locations it may be necessary for the user to ship faulty units to the nearest authorised service agent.

Legislative Benefits:

The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the product or service which the consumer has under the Trade Practices Act and Similar State and Territory Laws.